



**COUNTY OF LOS ANGELES
DEPARTMENT OF AUDITOR-CONTROLLER**

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November 8, 2010

TO: Supervisor Gloria Molina, Chair
Supervisor Mark Ridley-Thomas
Supervisor Zev Yaroslavsky
Supervisor Don Knabe
Supervisor Michael D. Antonovich

FROM: Wendy L. Watanabe
Auditor-Controller

SUBJECT: **TRINITY YOUTH SERVICES PROGRAM REVIEW – A DEPARTMENT
OF MENTAL HEALTH SERVICE PROVIDER**

We completed a program review of Trinity Youth Services (Trinity or Agency), a Department of Mental Health (DMH) service provider. The purpose of our review was to determine whether Trinity provided the services and maintained proper documentation, as required by the County contract. Services include interviewing program clients, assessing their mental health needs, and developing and implementing a treatment plan.

DMH paid Trinity on a cost-reimbursement basis for services or approximately \$795,000 for Fiscal Year (FY) 2009-10. The Agency's headquarters is located in the First District.

Results of Review

Trinity maintained documentation to support all the service minutes sampled and staff assigned to the County contract possessed the required qualifications. Trinity also completed the Client Care Plans and Progress Notes as required by the County contract. However, Trinity did not adequately document the clients' symptoms and behaviors in accordance with the Diagnostic and Statistical Manual of Mental Disorder (DSM) for nine (60%) of the 15 clients sampled.

Trinity's attached response indicates that they will provide training to clinical staff and will ensure documentation to support their diagnosis consistent with the DSM criteria is included.

We have attached the details of our review along with recommendation for corrective action.

Review of Report

We discussed the results of our review with Trinity and DMH. In the attached response, the Agency agreed with our finding and recommendation. DMH will ensure that the recommendation is implemented.

We thank Trinity management for their cooperation and assistance during this review. Please call me if you have any questions or your staff may contact Don Chadwick at (213) 253-0301.

WLW:MMO:JET:DC:EB

Attachment

c: William T Fujioka, Chief Executive Officer
Dr. Marvin J. Southard, Director, Department of Mental Health
Fr. Tom P. Avramis, President, Board of Directors, Trinity
John Neiuber, Chief Executive Officer, Trinity
Public Information Office
Audit Committee

**DEPARTMENT OF MENTAL HEALTH
TRINITY YOUTH SERVICES
FISCAL YEAR 2009-10**

BACKGROUND/PURPOSE

The Department of Mental Health (DMH) contracts with Trinity Youth Services (Trinity or Agency) a private, non-profit, community-based organization that provides services to clients in Service Planning Area 3. Services include interviewing program clients, assessing their mental health needs, and developing and implementing a treatment plan.

The purpose of our review was to determine the appropriateness of the services Trinity provided based on available documentation in accordance with the County contract. This included a review of the Agency's billings, participant charts, and personnel and payroll records. We also interviewed Agency's staff.

BILLED SERVICES

Objective

Determine whether Trinity provided the services billed in accordance with their County contract with DMH.

Verification

We selected 35 billings totaling 2,843 minutes from 49,911 service minutes of approved Medi-Cal billings from October and November 2009, which were the most current billings available at the time of our review (June 2010). We reviewed the Assessments, Client Care Plans and Progress Notes maintained in the clients' charts for the selected billings. The 2,843 minutes represent services provided to 15 program participants.

Results

Trinity maintained documentation to support the service minutes sampled and completed the Client Care Plans and Progress Notes as required by the County contract. However, Trinity did not adequately describe the clients' symptoms and behaviors in accordance with the Diagnostic and Statistical Manual of Mental Disorder (DSM) for nine (60%) of the 15 clients sampled on their Assessments. An Assessment is a diagnostic tool used to document the clinical evaluation of each client and establish the client's mental health treatment needs. The County contract requires Agencies to follow the DSM when diagnosing clients.

Recommendation

1. Trinity management ensure that Assessments are completed in accordance with the County contract.

STAFFING LEVELS**Objective**

Determine whether the Agency maintained the appropriate staffing ratios for applicable services.

We did not perform test work in this section, as the Agency did not provide services that require staffing ratios for this particular program.

Recommendation

None.

STAFFING QUALIFICATIONS**Objective**

Determine whether Trinity treatment staff possessed the required qualifications to provide the services.

Verification

We reviewed the California Board of Behavioral Sciences' website and/or the personnel files for 12 of the 14 Trinity treatment staff who provided services to DMH clients during October and November 2009.

Results

Each employee in our sample possessed the qualifications required to deliver the services billed.

Recommendation

None.



Residential Services
TRINITY EL MONTE

September 14, 2010

County of Los Angeles
Department of Auditor-Controller
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To: Wendy L. Watanabe, Auditor-Controller

From: James R. Adams, Trinity El Monte Director

Re: Corrective Action Plan for Trinity Youth Services,
Program Review – A Department of Mental Health Service Provider

Ms. Watanabe,

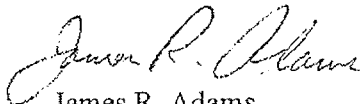
Please find our responses to the recommendations listed in the audit report addressing the visit to Trinity El Monte covering Fiscal Year 09-10:

With the exception of one area, there were no recommendations made for corrections at Trinity. Employees had proper qualifications, documentation was maintained to support the minutes sampled, and there were appropriate progress notes and client care coordination plans which related well to each other. The problem area was solely with Assessments

Recommendation *Trinity Management ensure that Assessments are completed in accordance with the County contract.*

Trinity Clinical and Admin staff have already met several times to discuss the findings and to train with regard to the specific deficiencies in the Assessments sampled. Therapists will ensure that DSM-IV criteria are not only met, but that there is documentation notated in the Assessment which fully supports the diagnosis given.

Sincerely,

A handwritten signature in cursive script, appearing to read "James R. Adams".

James R. Adams
Trinity El Monte Director